

MADERA COUNTY

REVENUE SERVICES OFFICER

DEFINITION

Under general supervision, to contact, interview, correspond with, and gather information from individuals for the collection of financial obligations owed to the County; to determine ability to pay and secure commitment to payment plan; and to do related work as required.

SUPERVISION EXERCISED

May exercise technical and functional supervision over lower level staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Reviews, verifies, and evaluates information and reports pertaining to financial obligations owed to the County; interviews individuals to determine available resources and assets; explains and processes documents to secure agreement to pay; interprets and explains laws, procedures, and regulations to the public; conducts investigations and evaluations of financial resources; performs research to locate persons using commercially prepared reference materials and services; search official records including probates and liens to obtain information to assist in collection of obligations; maintain contact with individuals to follow up on delinquent accounts; recommends adjustment, compromise, or cancellation of accounts; sets up extended payment agreements; recommends and initiates appropriate legal actions to enforce collection of obligations; may appear and represent the County in small claims actions or testify in other court actions; maintains records, files, and other documents relating to cases; prepare correspondence, reports, contracts, and agreements; make personal field contacts with individuals, agencies, or debtors; assists in the daily supervision and direction of office technical and clerical staff; assists in daily office procedures to ensure all required work is completed in a timely manner.

OTHER JOB RELATED DUTIES

Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

- Interviewing principles and techniques.
- Modern collection practices, procedures and methods.
- Legal actions required in the collection of delinquent accounts.
- Legal documents and Civil Code procedures.
- Skip tracing techniques.
- Delinquent accounts and adjustment procedures.
- Basic mathematical principles.
- Modern office practices, methods, and computer equipment.
- Principles and procedures of financial record keeping and reporting.

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Knowledge of:

Principles and practices of data collection and report preparation.
Principles of business letter writing.

Skill to:

Operate modern office equipment including computer equipment.

Ability to:

Interview effectively.
Deal tactfully, fairly and firmly with clients.
Interpret, apply, and explain the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
Gather, analyze, and evaluate evidence, draw logical conclusions, and adopt an effective course of action.
Establish extended payment contracts.
Prepare and file legal documents with the courts.
Compose clear and concise reports and correspondence.
Prosecute small claims actions.
Effectively execute on court judgments.
Abstract from court minute orders.
Communicate clearly and concisely, both orally and in writing.
Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Two years of billing or collection experience including experience in interviewing and taking legal action against debtors.

Training:

Equivalent to the completion of the twelfth grade supplemented by specialized training or course work in accounting, collection, or a related field.

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License or Certificate:

Possession of, or ability to obtain, Notary Public certification is desirable.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment.

Effective Date: May, 1995